

HELLO NAUGATUCK

HHCAPHS Patient Satisfaction Surveys for the Naugatuck Visiting Nurses Association

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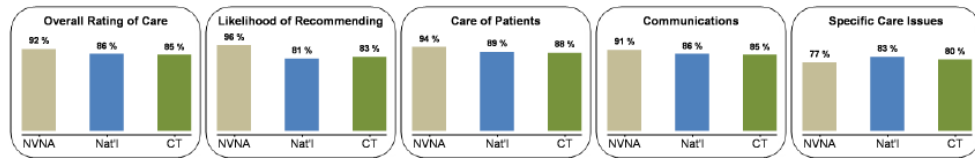
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National Patient Satisfaction Benchmark System Executive Dashboard One month period ending January 2011 / Publicly Reported Results

Naugatuck Visiting Nurse Association

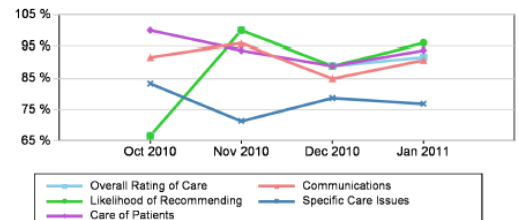
Completed Surveys = 25
Patients Surveyed = 45
Return Rate = 56 %



Your Agency Percentile Rank

	Nat'l	CT
Overall Rating of Care	78	74
Likelihood of Recommending	97	95
Care of Patients	88	78
Communications	82	89
Specific Care Issues	27	30

Agency Trend for Publicly Reported Outcomes



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800.379.0361

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HHCAPHS

(HOME HEALTH CARE CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS)

The Home Health Care CAHPS Survey (HHCAPHS) is part of a family of CAHPS surveys that ask patients to report on and rate their experiences with health care. The HHCAPHS was designed to measure and assess the experiences of people receiving home health care.

What are some of the questions asked in the HHCAPHS Survey?

Initial questions are regarding demographics of patient and household.

More specific questions are regarding the care the patient received, such as:

Did you have any problems with the care you received?

Were you treated with courtesy and respect; were you treated gently?

How long did it take to get help or advice; were you told what services you would get?

Were you informed of the arrival time of staff?

Did the staff seem informed and up to date?

Did the staff explain things in an easy way for you to understand; explain how to

set up your home?

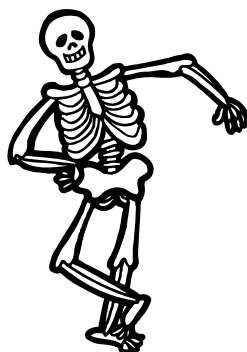
Did the staff listen carefully to you?

Did the staff talk about pain?

Did the staff talk to you about new medicines and their purpose; when to take medicines and side effects?

Would you recommend the Naugatuck VNA to others?

May is a Month to be aware of bone diseases:



EXERCISE

Bone is living tissue. It responds to exercise by becoming stronger. Just like muscles, bones get stronger and denser when you make them work. Handling impact, such as the weight of your body or more resistance makes bones stronger. There are two types of exercises that are important for building and maintaining bone density. These are weight-bearing and muscle-strengthening exercises. There are low impact and high impact weight bearing exercises. Those at risk of falling should use a low impact weight regime. **Check with your physician before starting any exercise regime.** Your physician may also order medication to restore bone tissue that has been lost.

Osteoarthritis:

<http://www.arthritis.org/>

This chronic disease affects some 27 million Americans. OA is characterized by the breakdown of cartilage, the part of a joint that cushions the ends of the bones and allows easy movement. As cartilage deteriorates, bones begin to rub against one another causing stiffness and pain making it difficult to use that joint. Osteoarthritis can also damage ligaments,

menisci and muscles. Over time OA may create a need for joint replacements. There are two types of OA – primary and secondary. Primary osteoarthritis is generally associated with aging and the "wear and tear" of life. The older you are, the more likely you are to have some degree of primary osteoarthritis. However, not everyone gets it – not even the very old. That's because OA is a disease, and not part of the

normal aging process.

Secondary osteoarthritis, in contrast, tends to develop relatively early in life, typically 10 or more years after a specific cause, such as an injury or obesity. Osteoarthritis occurs most often in knees, hips and hands. Other joints, particularly the shoulders, can also be affected. OA rarely affects other joints, except as a result of injury or unusual physical stress.

Osteoporosis:

<http://www.nof.org>

Osteoporosis is a condition in which the bones become weak and can break more easily. In serious cases, something as simple as a sneeze can cause a bone to break. About 10 million Americans already have the disease. About 34 million are at risk. Being at risk for osteoporosis means you are more likely to get this disease. Estimates suggest that about half of all women

older than 50 will break a bone because of osteoporosis. Up to one in four men will too.

Breaking a bone is serious, especially when you're older. Broken bones due to osteoporosis are most likely to occur in the hip, spine and wrist, but other bones can break too. Broken bones can cause severe pain that may not go away. Some people lose height and

become shorter. It can also affect your posture, causing you to become stooped or hunched. This happens when the bones of the spine, called vertebrae, begin to break or collapse. Osteoporosis may even keep you from getting around easily and doing the things you enjoy. This can make you feel isolated and depressed. It can also lead to other health problems.

Prevention of Osteoporosis through diet & life style

Researchers know a lot about how you can protect your bones throughout your life. Getting enough calcium, vitamin D and regular exercise are important for your bones. Eating fruits and vegetables is also good for bone health. Poor eating habits, smoking, drinking too

much alcohol or not exercising can cause bone loss and osteoporosis. Osteoporosis prevention should begin in childhood and continue throughout one's lifetime.

Those at risk for falling should follow the guidelines of the National Osteoporosis Association:

wear low –heeled sturdy shoes; use hand rails; keep walkways free of clutter; watch out for broken curbs and decking; turn on lights by the door and keep a night light on; take care when footing is slippery; install grab bars in tubs and appropriate doorways.

Food Pyramid 2011 New way of looking at diet

GRAINS: Any food made from wheat, rice, oats, cornmeal, barley or another cereal grain is a grain product. Bread, pasta, oatmeal, breakfast cereals, tortillas, and grits are examples of grain products.

FRUITS: Any fruit or 100% fruit juice counts as part of the fruit group. Fruits may be fresh, canned, frozen, or dried, and may be whole, cut-up, or pureed.

PROTEIN: All foods made from meat, poultry, fish, dry beans or peas, eggs, nuts,

and seeds are considered part of protein foods group. Dry beans and peas are part of this group as well as the vegetable group. Any vegetable or 100% vegetable juice counts as a member of the vegetable group.

VEGETABLES: Vegetables may be raw or cooked; fresh, frozen, canned, or dried/dehydrated; and may be whole, cut-up, or mashed.

DAIRY: All fluid milk products and many foods made from milk are

considered part of this food group. Foods made from milk that retain their calcium content are part of the group, while foods made from milk that have little to no calcium, such as cream cheese, cream, and butter, are not. Most milk group choices should be fat-free or low-fat.

OILS: Oils are fats that are liquid at room temperature, like the vegetable oils used in cooking. Oils come from many different plants and from fish.



SOME EXAMPLES

GRAINS:

Whole wheat flour, bulgar
Oatmeal, brown rice

FRUITS:

Apples, cherries, oranges
Bananas, pears, peaches,

PROTEIN:

Beef, chicken, turkey, eggs
Salmon, beans, nuts, fish

VEGETABLES:

Corn, carrots, green beans,
Mustard greens, navy beans,
Turnip, spinach

DAIRY:

Milk, cream, yogurt,
Cheese, ice cream, pudding

OILS:

Corn oil, canola, oil, olive oil
Nuts, avocado

See more at:

<http://www.mypyramid.>

Calcium and Diet

According to the 2005 *Dietary Guidelines for Americans*, "nutrient needs should be met primarily through consuming foods. Emphasis should be placed on a variety of fruits, vegetables, whole grains, and fat free or low-fat dairy

Many dairy products, such as milk, cheese, and yogurt, are rich sources of calcium. Some vegetables provide significant amounts of

calcium, as do some fortified cereals and juices. This also includes lean meats, poultry, fish, beans, eggs, and nuts. Tofu made with calcium salts is a good source of calcium (check the label), as are canned sardines and canned salmon with edible bones and is low in saturated fats, trans fats, cholesterol, salt (sodium), and added sugars. Low-fat and nonfat

dairy products provide amounts of calcium that are roughly similar to the amounts in their full-fat versions. Stays within your daily calorie needs.

For more information about building a healthful diet, refer to the [Dietary Guidelines for Americans](#) and the U.S. Department of Agriculture's food guidance system, [MyPyramid](#).

Calcium and Health

Calcium is an important nutrient for good health and disease prevention.

Calcium is or might be involved in bone health and osteoporosis; cardiovascular disease; blood pressure regulation and hypertension; cancers of the colon, rectum, and prostate; kidney stones;

and weight management. Bones increase in size during childhood. Bones can lose calcium in later life do to a sedentary lifestyle, menopause, smoking, excessive alcohol intake and a family history of osteoporosis. Calcium helps to prevent heart disease by

regulating cholesterol and lipids (fats). A diet high in fruits, vegetables and low-fat dairy is thought to reduce blood pressure. Some studies link a good dietary calcium intake with reduced cancer rates.

<http://ods.od.nih.gov/factsheets/calcium/>

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Naugatuck VNA

The Naugatuck VNA was established in the 1920s under the auspices of the American Red Cross

Services are provided under the order of a licensed physician to adults who are 18 years and older and residents of the Borough of Naugatuck.

Care givers participate in workshops, symposiums and in service educational programs.

Services include:

Nursing

Physical Therapy

Occupational Therapy

Speech Therapy

Medical Social Worker

Home Health Aides

The staff includes a director, supervisor of clinical services, registered nurses, physical therapists, home health aides, and office personnel.

Speech therapy, occupational therapy and medical social worker services are provided by professionals under contract with our department.

Other Services:

Bath Aide Program

Private pay medication assistance

Home safety checks

Referrals to community resources

About Our Organization...

The Mission of the Naugatuck Visiting Nurses Association is to provide quality Home care services in a safe and cost effective manner to individuals in need of such services in the community

